

Appl. No. 09/593,978  
Amd dated: November 25, 2003  
Reply to Office action f August 26, 2003

PATENT  
Docket No. EPI-023 US  
7008082001

### REMARKS

Claims 1-6 stand rejected. Claim 1 and 6 have been amended, and new claims 7-15 have been added.

Claims 1-3 and 5-6 stand rejected under 35 U.S.C. 102(e) based on U.S. Patent No. 6,256,043 issued to Aho et al. ("Aho").

Aho discloses three dimensional virtual reality enhancement techniques. Aho does not disclose a website having a plurality of webpages. For example, Aho discloses:

Alternatively, even if there is more than one user, and such users would otherwise be served by different vendors, e.g., as a function of their respective locations, in accordance with an aspect of the invention, such users could specify that a subset, or all of them, should be served by a single vendor.

In accordance with another aspect of the invention, when the proprietor of a virtual store, or his representative, e.g., electronic agent, detects the avatar of one or more persons in the vicinity of, e.g., passing, the avatar of a store for which such proprietor's store corresponds to the virtual store for such passing persons, a message, such as an advertisement, or other communication, such as opening a communication channel, e.g., a chat service or voice communication channel, may be transmitted to, or initiated with, such passing persons. The communication may be general in nature or it may be customized as a function of information available regarding the passing persons. Advantageously, a feeling of community may be engendered in the virtual environment

(Col. 2, lines 36-55). The virtual store disclosed by Aho is part of a three dimensional virtual reality world. Aho does not disclose a webpage having a plurality of websites. An "avatar" of a person in the virtual world of Aho does not progress through webpages of a website.

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Therefore, Aho does not disclose "means for monitoring progress of the visitor to additional pages within the website," as recited in claim 1 as amended. Aho further does not disclose "means for initiating direct communication with the visitor *according to the progress of the visitor to the additional pages within the website,*" as recited in amended claim 1.

Therefore, applicant submits that amended claim 1 is patentable over Aho. Given that claims 2-5 and 11-15 depend from amended claim 1, applicant submits that these claims are also patentable over Aho.

Aho does not disclose "providing a dialog box from the customer service representative to the visitor such that instantaneous real-time communication is initiated between the customer service representative and the visitor based on the monitored progress of the visitor to the additional pages in the website," as recited in claim 6 as amended. Therefore, applicant submits that amended claim 6 is patentable over Aho.

Given that claims 7-10 depend from claim 6 as amended, applicant submits that these claims are patentable over Aho.

Claim 4 stands rejected under 35 U.S.C. 103 based on Aho in view of U.S. Patent No. 6,272,531 issued to Shrader.

Aho does not disclose "means for monitoring progress of the visitor to additional pages within the website," as recited in claim 1 as amended. Aho further does not disclose "means for initiating direct communication with the visitor *according to the progress of the visitor to the additional pages within the website,*" as recited in amended claim 1.

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Shrader discloses a system for recognizing and acting upon dynamic data on the internet.

For example, Shrader discloses:

The business could also use the technique to monitor if a check has cleared the system or if a particular deposit has been posted to the account.

Dynamic data may comprise simple graphical information for use in managing a computer system environment. Thus, the application may be used to monitor such graphical information, such as a bar graph of users accessing disk storage. If a particular bar exceeds a threshold, the background process could trigger an action, such as deleting all the core files from all directories. Still another example is a monitoring application, such as a system for monitoring video pictures from a video camera source. The background process could compare the contents of a polled picture against an original picture to see if there has been any activity within a sensitive area during a previous polling interval.

The invention may also be used to notify a particular user that a page (or some portion thereof) located at a URL no longer meets the recognition criteria specified.

(Col. 13, lines 7-26).

Shrader does not disclose "means for monitoring progress of the visitor to additional pages within the website," as recited in claim 1 as amended. Shrader further does not disclose "means for initiating direct communication with the visitor *according to the progress of the visitor to the additional pages within the website*," as recited in amended claim 1.

Even if Aho and Shrader were combined, the combination would neither teach nor suggest "means for monitoring progress of the visitor to additional pages within the website," as recited in claim 1 as amended. The combination would also neither teach nor suggest "means for initiating direct communication with the visitor *according to the progress of the visitor to the additional pages within the website*," as recited in amended claim 1.

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Therefore, applicant submits that claim 1 as amended is patentable over Aho in view of Shrader. Given that claim 4 depends from amended claim 1, applicant submits that claim 4 is also patentable over Aho in view of Shrader.

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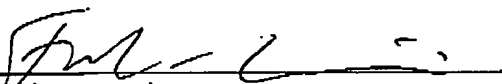
**CONCLUSION**

Based on the foregoing all claims are now believed allowable and a Notice of Allowance is now respectfully requested.

Should the Examiner in reviewing the communication have any questions or need any additional information, he is welcome to contact the undersigned at the number listed below.

DATE: November 25, 2003

Respectfully submitted,

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